



ACCREDITATION CANADA

Annual Report 2010

EXCELLENCE

INTEGRITY

RESPECT

INNOVATION





Accreditation Canada is a not-for-profit independent organization that provides health services organizations with a rigorous and comprehensive accreditation process. We foster ongoing quality improvement based on evidence-based standards and external peer review. Accredited by the International Society for Quality in Health Care, Accreditation Canada has helped organizations strive for excellence for more than 50 years.



ACCREDITATION CANADA
AGRÉMENT CANADA

Driving Quality Health Services

Force motrice de la qualité des services de santé

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Message from Accreditation Canada's Leadership



2010 was an eventful year that began with our survey by the International Society for Quality in Health Care and ended with being recognized as a Top 25 Employer. In between, we hosted the national surveyor conference, moved into our new building, and accredited hundreds of organizations across Canada and overseas.

Accreditation Canada officially opened the doors of the new head office with a celebration attended by clients, partners, staff, board members, and hundreds of surveyors who were in Ottawa for the National Surveyor Conference. Speeches were given, thanking everyone who worked so hard on making the new building a reality, especially Accreditation Canada's Board of Directors and staff.

The Qmentum accreditation program was released in 2008. As Qmentum entered its third year, improvements continued to be made throughout the program based on feedback and lessons learned. There were new and revised standards, increased clarity, improved accreditation reports, and enhancements to the client portal. As always, Accreditation Canada undertook a thorough consultation and testing process before making each

program refinement. We consulted with client organizations, surveyors, staff, and other stakeholders, such as governments and content experts, and piloted many of the changes. All this was done while strengthening Qmentum's alignment with the priorities of the health care organizations, the jurisdictions and other relevant health care quality and safety organizations and stakeholders.

The impact of accreditation is becoming increasingly significant with the growing emphasis on health care quality, safety, and efficiency. Accreditation strikes a fine balance, enabling patient safety and mitigating risk while respecting system capacity.

For the second consecutive year, Accreditation Canada was recognized as a Top 25 Employer of the National Capital Region. We were proud to receive this regional award, part of the Canada Top 100 Employers competition which involved assessing the recruitment histories of over 75,000 employers across Canada.

Once again, our appreciation goes out to everyone who contributed to making 2010 a productive and rewarding year—our clients, surveyors, board members, partners, and staff.

Wendy Nicklin
President & CEO

Peter Vaughan
Chair of the Board



Year in Review



2010 National Surveyor Conference

Surveyors

The national surveyors' conference was the premiere event of 2010. In addition to 435 surveyors, attendees included members of the Surveyor Advisory and Physician Advisory Committees, board members, and an impressive line-up of presenters. Moderated by CBC broadcaster Adrian Harewood, the extensive program featured diverse and interactive workshops, and opportunities to discuss issues, trends, and leading practices in health care. It was an extraordinary opportunity for surveyors to learn about changes to the accreditation program, refine their skills, enhance their knowledge, and exchange ideas.

In 2010, Accreditation Canada implemented two new programs for surveyors: a certification program to increase educational support and improve the quality and consistency of on-site surveying, and a currency maintenance program for surveyors who have not been actively employed in an accredited organization for two years. The latter ensures that all surveyors are knowledgeable about current health care issues so they can offer the best accreditation experience to client organizations.

Surveyors by Discipline

Administrator	273
Registered Nurse	137
Physician	77
Lab Scientist/Technologist	35
Pharmacist	23
Social Worker	12
Diagnostic Imaging Technologist	9
Respiratory Therapist	6
Occupational Therapist	3
Physical Therapist	3
Psychologist	3

ISQua Survey

Accreditation Canada underwent its fourth ISQua survey. Three surveyors from the International Society for Quality in Health Care spent a week at Accreditation Canada interviewing teams, speaking with clients and surveyors, and reviewing self-assessments and evidence. Accreditation Canada achieved three separate accreditation awards from ISQua — for the organization, the standards, and the surveyor training program.

Education

Clients and surveyors participated in many of our workshops and conferences in 2010. Webcasts and regional sessions focused on a variety of topics, including quality improvement, tracers, patient safety, and governance. Accreditation Canada also presented a seminar on improving emergency medical services through accreditation. In partnership with CSA Standards, Accreditation Canada hosted the Occupational Health and Safety in Medical Laboratories webinar series that featured developing quality management systems, and evaluating and improving safety programs in medical laboratories. Other co-sponsored events with CSA included workshops on organ and tissue donation and transplant in both Ontario and Quebec.

On the International Front

Accreditation Canada International launched Qmentum International, an accreditation product tailored to international clients. The first surveys using the new program took place in St. Lucia and Saudi Arabia. The Biomedical Laboratory Accreditation Program was also released. New clients have begun using the program which is based on the ISO 15189 standards. A project to develop a national accreditation program for the Kuwait Ministry of Health was completed. This work culminated

in the creation of standards and a Quality and Accreditation Directorate to support and drive quality health care in Kuwait. Accreditation Canada International hosted a delegation from Kazakhstan as part of the Kazakhstan Health Technology Transfer and Institutional Reform Project. The study tour provided delegates with information on the Canadian health care system and the accreditation program. Accreditation Canada International also completed the first phase of the Lebanese Primary Care Accreditation project, which led to the development of national standards and pilot assessment of three primary care centers. New workshops and custom-made sessions were developed for an international audience. Sessions focused on leadership, management, occupational health and safety, quality, and certification programs for accreditation coordinators and health care surveyors. Throughout the year, Accreditation Canada International staff participated in global-scale events such as the ISQua Conference, Arab Health Conference, and the International Forum on Quality and Patient Safety.

Governance

Four new members were welcomed to the Board of Directors in 2010: Mary Marshall, Barrister and Solicitor; Dwight Nelson, Regina Qu'Appelle Health Region; Kaaren Neufeld, Winnipeg Regional Health Authority; and Dr. Joshua Tepper, Ontario Ministry of Health and Long-Term Care.

Program Updates

Standards

New standards were introduced to the Qmentum program to support clients in a number of health care sectors, including organ and tissue donation, point-of-care testing, primary care, and home support services.

Required Organizational Practices

The ROP guidelines were enhanced, clarity in tests for compliance improved, and new reference sections added providing citations for peer-reviewed literature and links to similar initiatives. Protocols for mandatory indicators were reviewed and updated to increase specificity and ensure alignment with the ROPs. Four new ROPs, in effect in 2011, were added to Qmentum; they address workplace violence prevention, home safety risk assessment, safe surgery checklist, and venous thromboembolism (VTE) prophylaxis.

Improved Customization

Accreditation Canada introduced a new feature to provide greater customization and tailor the accreditation program to meet the needs of home care, long-term care, community-based and respiratory organizations.

Distinction

Last year, two organizations achieved Distinction in Stroke Services, a program that was released in 2009. A second Distinction program, one geared to reprocessing and sterilization services, was released in 2010. Developed in partnership with CSA Standards, this program offers organizations a highly specialized assessment of medical device reprocessing services.

Reports

The *2010 Canadian Health Accreditation Report* explored the connection between quality of worklife and patient safety in health organizations. It examined the relationship between health care

staff perceptions of work climate and patient safety culture in their own organizations, and how those perceptions are useful in identifying patient safety issues. Seventy-one percent of respondents who were satisfied with their organization or felt that they could often do their best quality work in their job gave their unit a positive overall grade on patient safety.

Coinciding with Canadian Patient Safety Week, Accreditation Canada released its *2010 Report on Required Organizational Practices*. The report compared ROP results for 2008 and 2009.

Working Collaboratively

Accreditation Canada continued to align and work collaboratively with national stakeholders and partners on the quality and safety agenda. Initiatives included co-chairing the National Roundtable for Patient Safety with the Canadian Patient Safety Institute (CPSI), holding semi-annual meetings with the health quality councils and the Interagency Collaboration Group, and developing standards and accreditation programs with partners such as the Canadian Stroke Network and Canadian Blood Services. Accreditation Canada joined forces with CPSI and the Community and Hospital Infection Control Association-Canada (CHICA-Canada) to promote the first ever national Stop! Clean Your Hands Day. Considerable dialogue has been underway with the Canadian Institute for Health Information (CIHI) and other partners to identify areas of synergy in order to minimize duplication and optimize complementary initiatives. In Quebec, Accreditation Canada continued to combine its accreditation expertise with the Conseil Québécois d'agrément (CQA) to offer a comprehensive and specialized accreditation program to the centres de santé et de services sociaux. In 2010, 94 health care organizations participated in the joint Accreditation Canada-CQA program.



Distribution of Clients Surveys Accreditation Decisions

as of December 31, 2010

Last year, 1,011 client organizations participated in Accreditation Canada programs. This number represents parent organizations only and does not include the more than 5,700 sites, services, and programs administered by these entities.

Clients

Across Canada

Alberta	49
British Columbia	95
Manitoba	34
New Brunswick	20
Newfoundland and Labrador	6
Northwest Territories	5
Nova Scotia	25
Nunavut	1
Ontario	460
Prince Edward Island	1
Quebec	216
Saskatchewan	28
Yukon	2

Around the World

Anguilla	1
Bahrain	3
Bermuda	2
Brazil	24
Egypt	1
Italy	11
Kuwait	6
Philippines	3
Saint Lucia	2
Saudi Arabia	10
Turks and Caicos Islands	1
United Arab Emirates	5

Surveys

In 2010, 361 on-site surveys were conducted in a range of health care sectors.

Aboriginal Health Services	7%
Acute Care	18%
Health Systems	15%
Home Care	9%
Long-Term Care	34%
Mental Health	5%
Rehabilitation	4%
Other*	8%

*Acquired Brain Injury Services, Ambulatory Care, Assisted Reproductive Technology, Biomedical Labs, Canadian Forces Health System, Community Health Services, Correctional Services, Hospice Palliative Care, Pharmacy, Respiratory Services, Substance Abuse and Gambling Addiction Services.

Accreditation Decisions

Accreditation	20%
Accreditation with Condition	77%
Non-accreditation	3%
Accreditation Primer Award	83%
Candidate for Accreditation	17%



May 26, 2011

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Independent Auditor's Report

To the Members
of Accreditation Canada / Agrément Canada

The accompanying summary financial statements, which are comprised of the summarized statement of financial position as at December 31, 2010 and the summarized statement of operations for the year then ended, are derived from the audited financial statements of **Accreditation Canada / Agrément Canada** for the year ended December 31, 2010. We expressed an unmodified audit opinion on those financial statements in our report dated May 26, 2011. Those financial statements, and the summary financial statements, do not reflect the effects of events that occurred subsequent to the date of our report on those financial statements.

The summary financial statements do not contain all the disclosures required by Canadian generally accepted accounting principles. Reading the summary financial statements, therefore, is not a substitute for reading the audited financial statements of the Organization.

Management's responsibility for the summary financial statements

Management is responsible for the preparation of a summary of the audited financial statements without note disclosure.

Auditor's responsibility

Our responsibility is to express an opinion on the summary financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary Financial Statements."

Opinion

In our opinion, the summary financial statements derived from the audited financial statements of the Organization for the year ended December 31, 2010 are a fair summary of those financial statements, in accordance with Canadian generally accepted accounting principles.

Other matter

The audited financial statements of the Organization for the year ending December 31, 2009 were audited by other auditors who expressed an unmodified opinion on those statements dated March 26, 2010.

PricewaterhouseCoopers LLP

Chartered Accountants, Licensed Public Accountants

"PricewaterhouseCoopers" refers to PricewaterhouseCoopers LLP, an Ontario limited liability partnership, which is a member firm of PricewaterhouseCoopers International Limited, each member firm of which is a separate legal entity.

Financial Statements

December 31, 2010 with comparative figures for 2009

Summarized Statement of Operations

	2010	2009
Revenues	\$	\$
Annual fees	9,491,424	8,775,192
National client services	8,809,088	6,139,146
Corporate planning and representation	1,895	17,349
Corporate support	148,082	135,086
QWQHC*	452,397	737,702
International services	3,708,320	3,838,642
Partnerships and project management	1,788,007	2,141,900
Learning and development	388,613	549,122
	24,787,826	22,334,139
Expenses		
National client services	6,194,801	5,770,902
Quality, risk and evaluation	983,092	192,696
Corporate planning and representation	3,069,792	3,300,904
Program development	1,687,833	1,412,651
Corporate support	3,135,397	2,098,718
Information management	2,156,982	2,066,907
QWQHC*	452,669	728,889
International services	2,574,821	2,665,543
Partnerships and project management	1,538,464	1,368,124
Learning and development	2,524,561	2,197,744
	24,318,412	21,803,078
Net revenue for the year	469,414	531,061

*Quality Worklife Quality Healthcare Collaborative

The above information has been extracted and summarized from the complete 2010 audited financial statements. A complete set of the financial statements is available upon request.

Wendy Nicklin

President & CEO

Sam Vaughan

Chair of the Board

Summarized Statement of Financial Position

	2010	2009
Assets	\$	\$
Current assets		
Cash	4,799,816	1,713,929
Short-term investments	–	2,032,025
Accounts receivable	2,829,679	2,794,689
Prepaid expenses	5,701	28,138
	7,635,196	6,568,781
Capital assets	16,895,956	2,211,116
Construction in progress	–	5,861,243
	24,531,152	14,641,140
Liabilities		
Current liabilities		
Accounts payable and accrued liabilities	2,505,923	3,177,006
Deferred revenues	7,307,199	6,596,303
	9,813,122	9,773,309
Deferred contribution	–	19,215
Long-term debt	9,400,000	–
	19,213,122	9,792,524
Net Assets		
Unrestricted	5,318,030	2,725,135
Internally restricted building reserve	–	2,123,481
	5,318,030	4,848,616
	24,531,152	14,641,140



Board of Directors

as of December 31, 2010

Chair — Peter Vaughan — Stakeholder Representative, Business

Ms. Maria Barrados — Public Representative

Dr. June Bergman — College of Family Physicians of Canada

Dr. Chris Carruthers — Canadian Medical Association

Ms. Brenda Carter — Client Representative, Cancer Care

Ms. Lynda Cranston — Canadian Healthcare Association

Dr. Louis Francescutti — Royal College of Physicians and Surgeons of Canada

Ms. Alice Kennedy — Canadian College of Health Leaders

Ms. Mary Marshall — Public Representative

Mr. Murray Martin — The Association of Canadian Academic Health Organizations

Ms. Danielle McCann — Client Representative, Long-Term Care

Ms. Helen McElroy — Federal Observer

Mr. Dwight Nelson — Client Representative, Large Region/Academic Health Centre

Ms. Kaaren Neufeld — Canadian Nurses Association

Mr. John Schram — Client Representative, Home Care

Dr. Joshua Tepper — Provincial Observer

Ms. Rosa Walker — Stakeholder Representative, Aboriginal Health Services

Colonel David Weger — Client Representative, Canadian Forces